

In the Claims

1. (Previously Presented) A method for processing a web call comprising:  
receiving a call request message for the web call;  
identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate; and  
generating and transmitting a routing instruction to route the web call to the web call center resource.
2. (Original) The method of claim 1 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.
- 3-4. (Cancelled)
5. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based upon caller entered information.
6. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based upon an Internet Protocol address.
7. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based upon a domain name.
8. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based upon a time of day.
9. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based upon a day.

10. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based on the least busy agent.

11. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based on the least congested route.

12. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based on the class of service.

13. (Previously Presented) The method of claim 1 wherein identifying the web call center resource is further based on the quality of service.

14. (Previously Presented) A software product for processing a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, identify a web call center resource in response to receiving the call request message, wherein the web call center resource is identified based upon information stored in a cookie or based upon information stored in a digital certificate, and generate and transmit a routing instruction to route the web call to the web call center resource; and

a software storage medium operational to store the web call server software.

15. (Original) The software product of claim 14 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

16-17. (Cancelled)

18. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon caller entered information.

19. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon an Internet Protocol address.

20. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon a domain name.

21. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon a time of day.

22. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon a day.

23. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon the least busy agent.

24. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon the least congested route.

25. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon the class of service.

26. (Previously Presented) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is further based upon the quality of service.

27. (Previously Presented) A web call server for processing a web call comprising:

a processor configured to receive a call request message for the web call, identify a web call center resource in response to receiving the call request message, wherein the web call center resource is identified based upon information stored in a cookie or based upon information stored in a digital certificate, and generate and transmit a routing instruction to route the web call to the web call center resource; and

an interface configured to transfer the call request message for the web call to the processor and transfer the routing instruction from the processor.

28. (Original) The web call server of claim 27 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

29-30. (Cancelled)

31. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon caller entered information.

32. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon an Internet Protocol address.

33. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon a domain name.

34. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon a time of day.

35. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon a day.

36. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon the least busy agent.

37. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon the least congested route.

38. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon the class of service.

39. (Previously Presented) The web call server of claim 27 wherein the processor configured to identify the web call center resource is further based upon the quality of service.

40. (Previously Presented) A method of queuing a web call comprising:
- receiving a call request message for the web call;
  - determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available is based upon information stored in a cookie or based upon information stored in a digital certificate; and
  - transferring a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable.
41. (Original) The method of claim 40 wherein the web call indicator comprises the call request message.
42. (Original) The method of claim 40 wherein the web call indicator comprises the web call.
43. (Original) The method of claim 40 further comprising arranging an order in the web queue by priority.
44. (Original) The method of claim 40 further comprising arranging an order in the web queue by priority.
45. (Original) The method of claim 44 wherein the priority comprises first in first out.
46. (Original) The method of claim 44 wherein the priority comprises last in first out.
47. (Original) The method of claim 44 wherein the priority comprises a priority level.
48. (Original) The method of claim 40 further comprising:

identifying a web call center resource in response to the determination that the web call center resources is available; and

generating and transmitting a routing instruction to route the web call from the web queue to the web call center resource.

49. (Original) The method of claim 40 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

50-51. (Cancelled)

52. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon caller entered information.

53. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon an Internet Protocol address.

54. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon a domain name.

55. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon a time of day.

56. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon a day.

57. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon the least busy agent.

58. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon the least congested route.



59. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon the class of service.

60. (Previously Presented) The method of claim 40 wherein determining whether any web call center resource is available is further based upon the quality of service.

61. (Previously Presented) A software product for queuing a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, determine whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein whether any web call center resource is available is determined based upon information stored in a cookie or based upon information stored in a digital certificate, and transfer a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable; and

a software storage medium operational to store the web call server software.

62. (Original) The software product of claim 61 wherein the web call indicator comprises the call request message.

63. (Original) The software product of claim 61 wherein the web call indicator comprises the web call.

64. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to arrange an order in the web queue by priority.

65. (Original) The software product of claim 64 wherein the priority comprises first in first out.

66. (Original) The software product of claim 64 wherein the priority comprises last in first out.

67. (Original) The software product of claim 64 wherein the priority comprises a priority level.

68. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to identify a web call center resource in response to the determination that all web call center resources are unavailable and generate and transmit a routing instruction to route the web call from the web queue to the web call center resource.

69. (Original) The software product of claim 61 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

70-71. (Cancelled)

72. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon caller entered information.

73. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon an Internet Protocol address.

74. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon a domain name.

75. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon a time of day.

76. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon a day of the week.

77. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon the least busy agent.

78. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon the least congested route.

79. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon the class of service.

80. (Previously Presented) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is further based upon the quality of service.

81. (Previously Presented) A web call server for queuing a web call comprising:  
a processor configured to receive a call request message for the web call,  
determine whether any web call center resource is available to handle the web call in  
response to receiving the call request message, wherein whether any web call center  
resource is available is determined based upon information stored in a cookie or based  
upon information stored in a digital certificate, and transfer the web call indicator to a  
web call queue in response to the determination that all web call center resources are  
unavailable; and

an interface configured to transfer the call request message to the processor and  
transfer an instruction to transfer the web call to a web call queue from the processor.

82. (Original) The web call server of claim 81 wherein the web call indicator  
comprises the call request message.

83. (Original) The web call server of claim 81 wherein the web call indicator  
comprises the web call.

84. (Original) The web call server of claim 81 wherein the processor is  
configured to arrange an order in the web queue by priority.

85. (Original) The web call server of claim 84 wherein the priority comprises  
first in first out.

86. (Original) The web call server of claim 84 wherein the priority comprises last  
in first out.

87. (Original) The web call server of claim 84 wherein the priority comprises a  
priority level.

88. (Original) The web call server of claim 81 wherein the processor is  
configured to identify a web call center resource in response to the determination that all

web call center resources are unavailable and generate and transmit a routing instruction to route the web call from the web queue to the web call center resource and wherein the interface is configured to transfer the routing instruction from the processor.

89. (Original) The web call server of claim 81 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

90-91. (Cancelled)

92. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon caller entered information.

93. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon an Internet Protocol address.

94. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon a domain name.

95. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon a time of day.

96. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon a day.

97. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon the least busy agent.

98. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon the least congested route.

99. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon the class of service.

100. (Previously Presented) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is further based upon the quality of service.

101. (Previously Presented) A method of providing a web service application to a web call comprising:

receiving a call request message for the web call;

identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate; and

generating and transmitting an instruction to provide the web service application to the web call.

102. (Original) The method of claim 101 wherein the web service application comprises providing a message for the web call.

103. (Original) The method of claim 101 wherein the web service application comprises an interactive application.

104. (Original) The method of claim 103 wherein the interactive application comprises selecting a language preference.

105. (Original) The method of claim 103 wherein the interactive application comprises servicing a customer account.

106. (Original) The method of claim 103 wherein the interactive application comprises shopping.

107. (Original) The method of claim 103 wherein the interactive application comprises providing product or service information.

108. (Original) The method of claim 101 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.



109-110. (Cancelled)

111. (Previously Presented) The method of claim 101 wherein identifying the web service application for the web call is further based upon caller entered information.

112. (Previously Presented) The method of claim 101 wherein identifying the web service application for the web call is further based upon an Internet Protocol address.

113. (Previously Presented) The method of claim 101 wherein identifying the web service application for the web call is further based upon a domain name.

114. (Previously Presented) The method of claim 101 wherein identifying the web service application for the web call is further based upon a time of day.

115. (Previously Presented) The method of claim 101 wherein identifying the web service application for the web call is further based upon a day.

116. (Previously Presented) A software product for providing a web service application to a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, identify the web service application for the web call in response to the call request message, wherein the web service application is identified based upon information stored in a cookie or based upon information stored in a digital certificate, and generate and transmit an instruction to provide the web service application to the web call; and

a software storage medium operational to store the web call server software.

117. (Original) The software product of claim 116 wherein web service application comprises providing a message for the web call.

118. (Original) The software product of claim 116 wherein the web service application comprises an interactive application.

119. (Original) The software product of claim 118 wherein the interactive application comprises selecting a language preference.

120. (Original) The software product of claim 118 wherein the interactive application comprises servicing a customer account.

121. (Original) The software product of claim 118 wherein the interactive application comprises shopping.

122. (Original) The software product of claim 118 wherein the interactive application comprises providing product or service information.

123. (Original) The software product of claim 116 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

124-125. (Cancelled)

126. (Previously Presented) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is further based upon caller entered information.

127. (Previously Presented) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is further based upon an Internet Protocol address.

128. (Previously Presented) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is further based upon a domain name.

129. (Previously Presented) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is further based upon a time of day.

130. (Previously Presented) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is further based upon a day.

131. (Previously Presented) A web call server for providing a web service application to a web call comprising:

a processor configured to receive a call request message for the web call, identify the web service application for the web call in response to the call request message, wherein the web service application is identified based upon information stored in a cookie or based upon information stored in a digital certificate, generate and transmit an instruction to provide the web service application to the web call; and

an interface configured to transfer the call request message for the web call to the processor and transfer the instruction to provide the web service application to the web call from the processor.

132. (Original) The web call server of claim 131 wherein web service application comprises providing a message for the web call.

133. (Original) The web call server of claim 131 wherein the web service application comprises an interactive application.

134. (Original) The web call server of claim 133 wherein the interactive application comprises selecting a language preference.

135. (Original) The web call server of claim 133 wherein the interactive application comprises servicing a customer account.

136. (Original) The web call server of claim 133 wherein the interactive application comprises shopping.

137. (Original) The web call server of claim 133 wherein the interactive application comprises providing product or service information.

138. (Original) The web call server of claim 131 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

139-140. (Cancelled)

141. (Previously Presented) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is further based upon caller entered information.

142. (Previously Presented) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is further based upon an Internet Protocol address.

143. (Previously Presented) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is further based upon a domain name.

144. (Previously Presented) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is further based upon a time of day.

145. (Previously Presented) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is further based upon a day.